

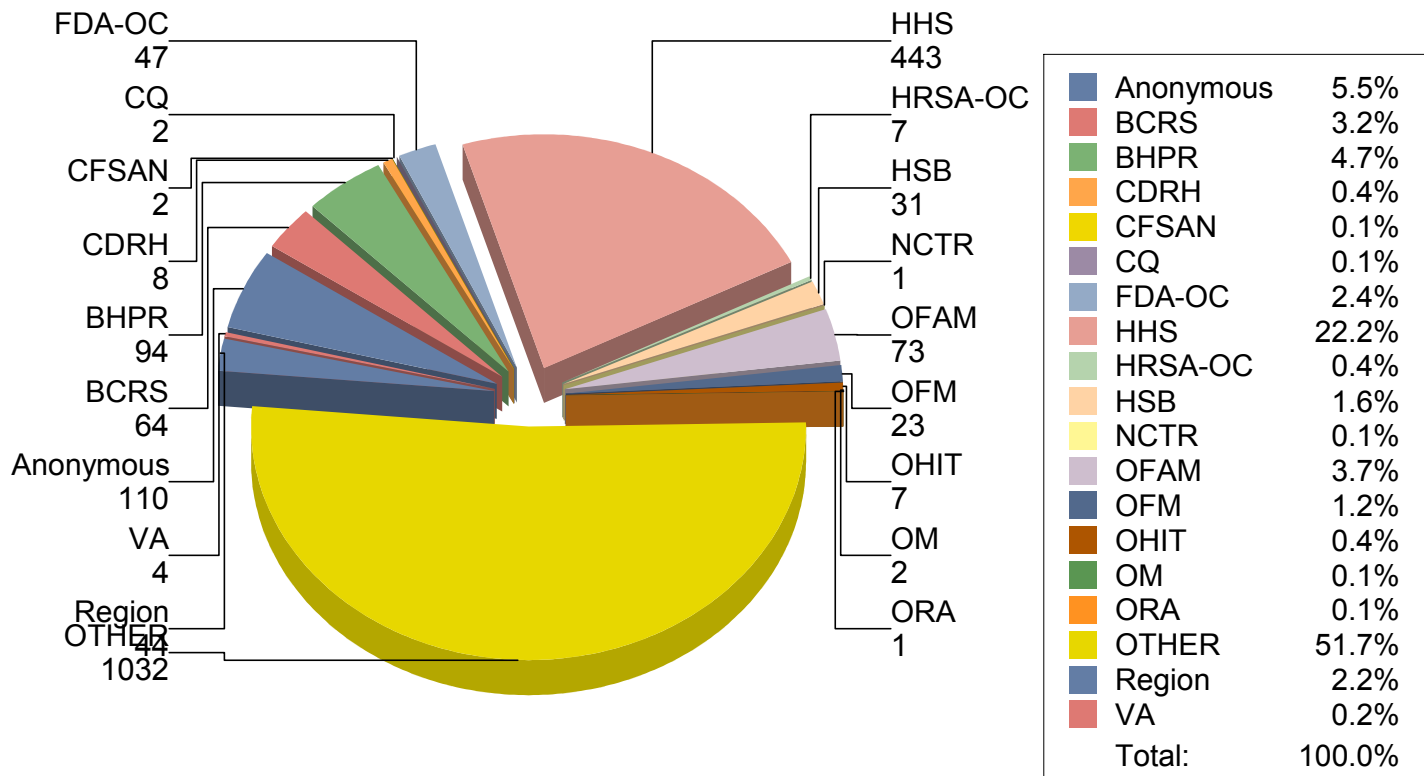
## Non NIH Tickets - By Category Summary and Organization

For 05/01/2008 to 05/31/2008

Snapshot Date: 6/2/2008

Total Tickets: 1,995

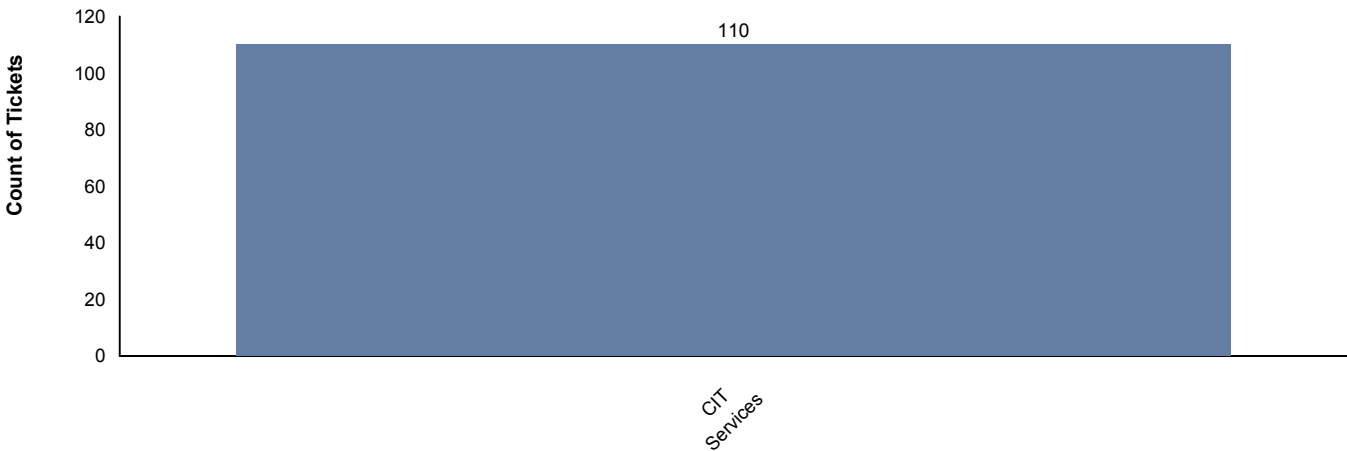
### Tickets by Non NIH



Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For Anonymous

Total Tickets: 110

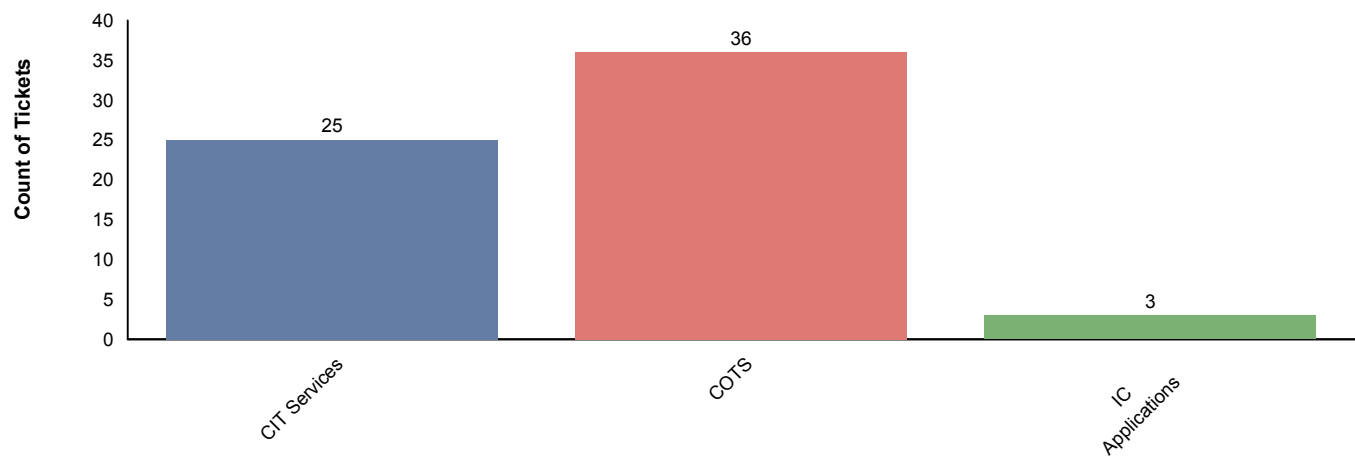


Anonymous		110
CIT Services		110
Accounts	1	
CIT Categories	3	
General Information	106	

Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For BCRS

Total Tickets: 64



BCRS		64
CIT Services		25
Accounts	9	
Back Office Support	7	
Connectivity	1	
Email	8	
COTS		36
Application Support	12	
Hardware	24	
IC Applications		3
Local LAN	2	
Web Site Issue (non-CIT)	1	

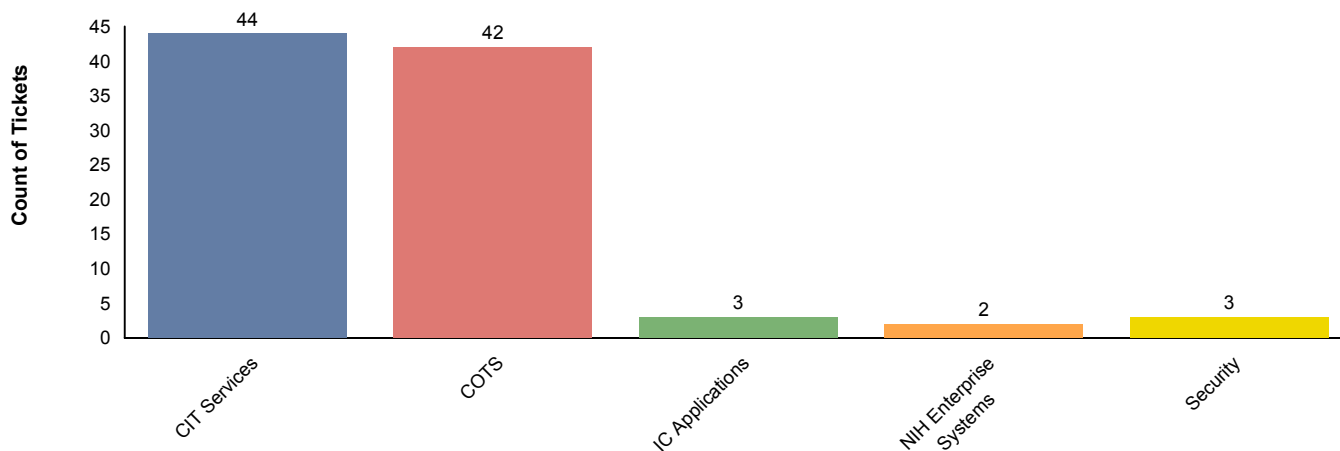
## Non NIH Tickets - By Category Summary and Organization

For 05/01/2008 to 05/31/2008

### Tickets By Category Summary

For BHPR

Total Tickets: 94



### BHPR 94

#### CIT Services

44

Accounts	22
Back Office Support	7
CIT Categories Remedy	1
Connectivity	2
Email	6
General Information	1
NIHnet	1
Training	1
Wireless Services	3

#### COTS

42

Application Support	20
Hardware	22

#### IC Applications

3

Web Site Issue (non-CIT)	3
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#### NIH Enterprise Systems

2

ITAS	2
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#### Security

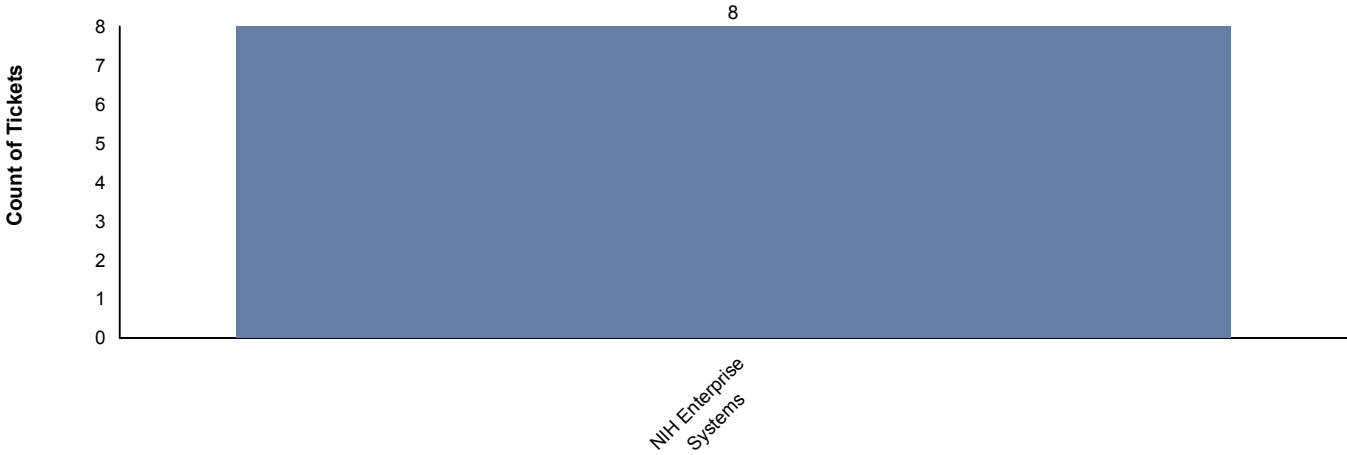
3

Security	3
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Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For CDRH

Total Tickets: 8

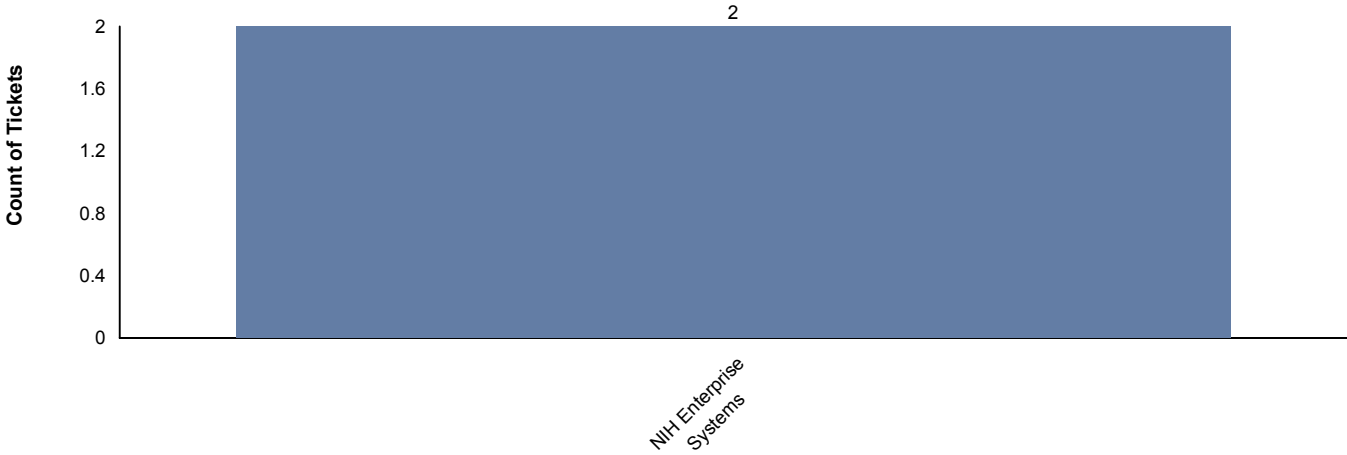


CDRH	8
NIH Enterprise Systems	8
ITAS	8

Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For CFSAN

Total Tickets: 2

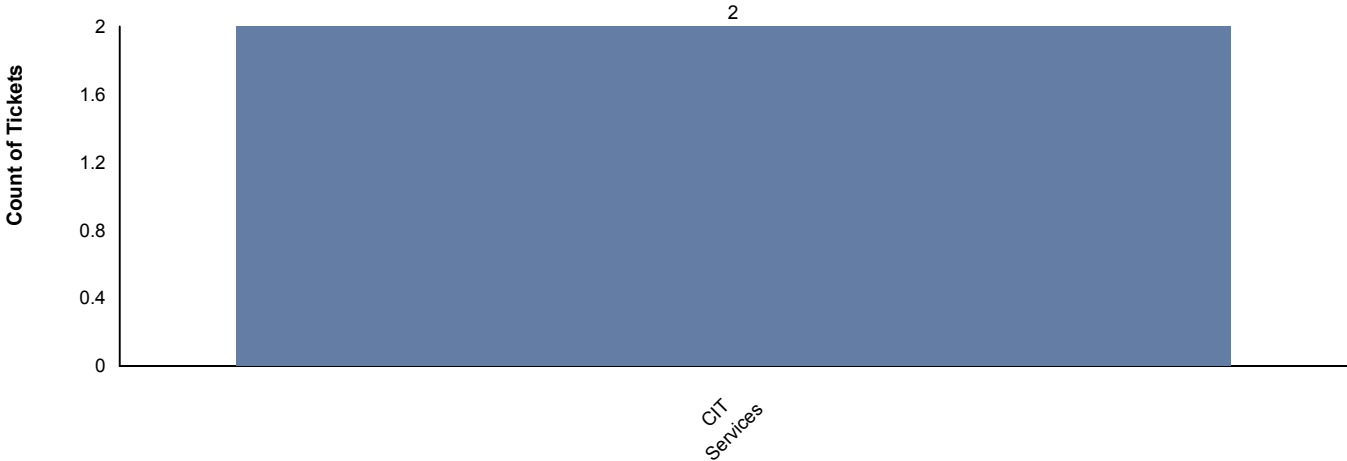


CFSAN	2
NIH Enterprise Systems	2
ITAS	2

Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For CQ

Total Tickets: 2

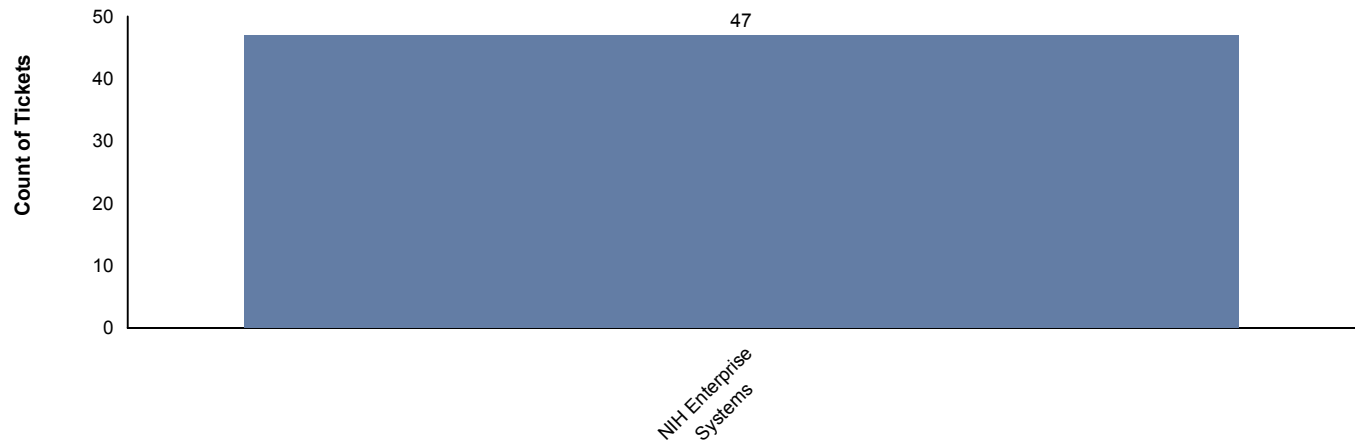


CQ			2
CIT Services		2	
Training	1		
Wireless Services	1		

Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For FDA-OC

Total Tickets: 47



FDA-OC	47
NIH Enterprise Systems	47
ITAS	47



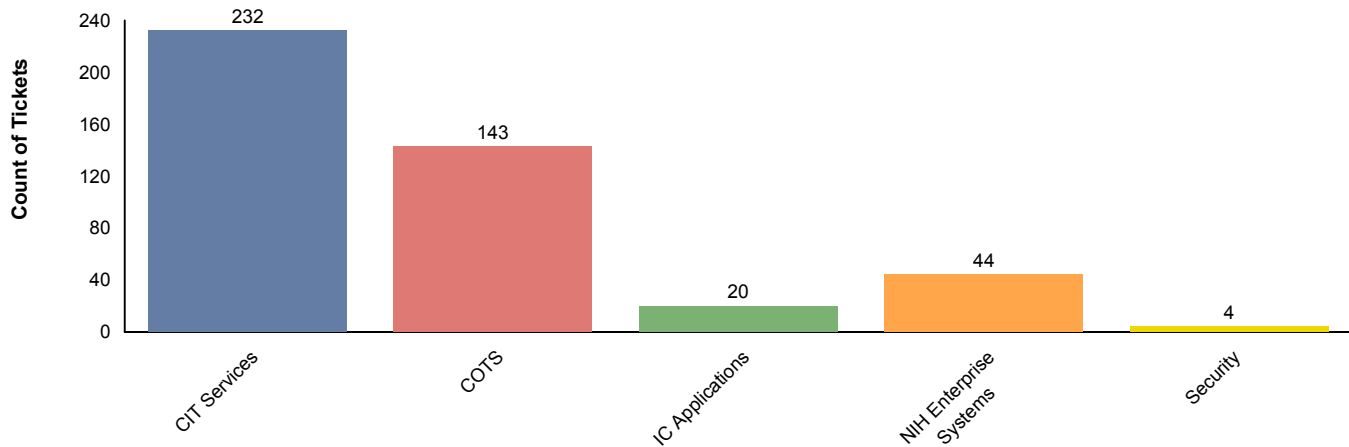
# Non NIH Tickets - By Category Summary and Organization

For 05/01/2008 to 05/31/2008

## Tickets By Category Summary

For HHS

Total Tickets: 443



## HHS

443

### CIT Services

232

Accounts	93
Back Office Support	45
CIT Categories	4
Connectivity	7
Email	51
General Information	5
iSDP/Software Distribution	1
NIHnet	4
OS/390	1
Telecommunications	3
Training	2
Video	1
Wireless Services	15

### COTS

143

Application Support	66
Hardware	77

### IC Applications

20

CC Clinical Applications	1
Local LAN	11
Web Site Issue (non-CIT)	8

### NIH Enterprise Systems

44

ADB	2
Capital HR Security	1
eRA-Grants Management	1
eRA-IMPAC II	24
ITAS	10
NBS-User Call	2
NED	3
NIH Services	1

### Security

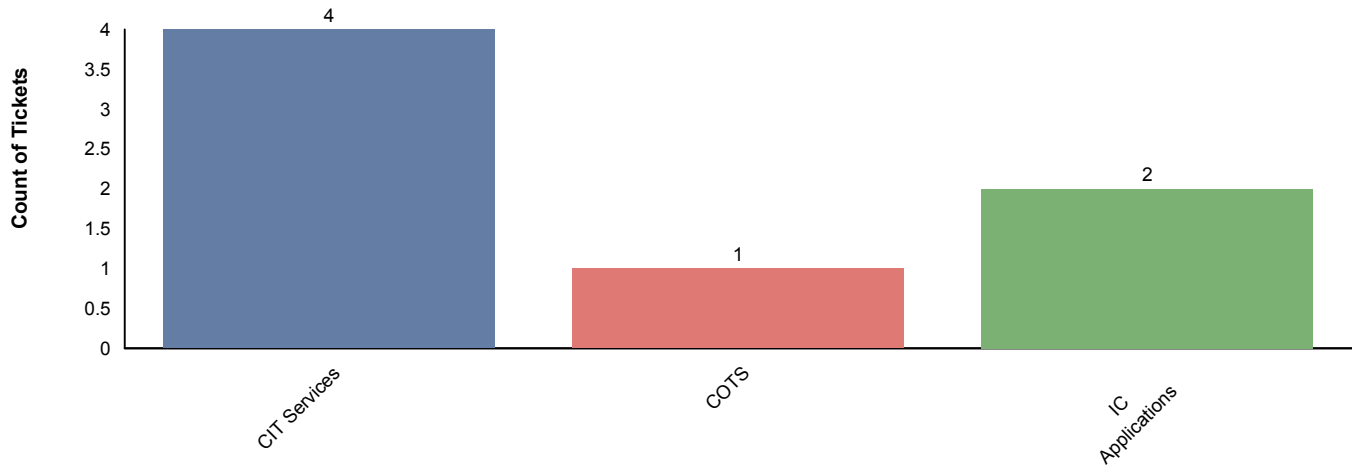
4

Security	4
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**Non NIH Tickets - By Category Summary and Organization**  
**For 05/01/2008 to 05/31/2008**

**Tickets By Category Summary**  
 For HRSA-OC

**Total Tickets: 7**

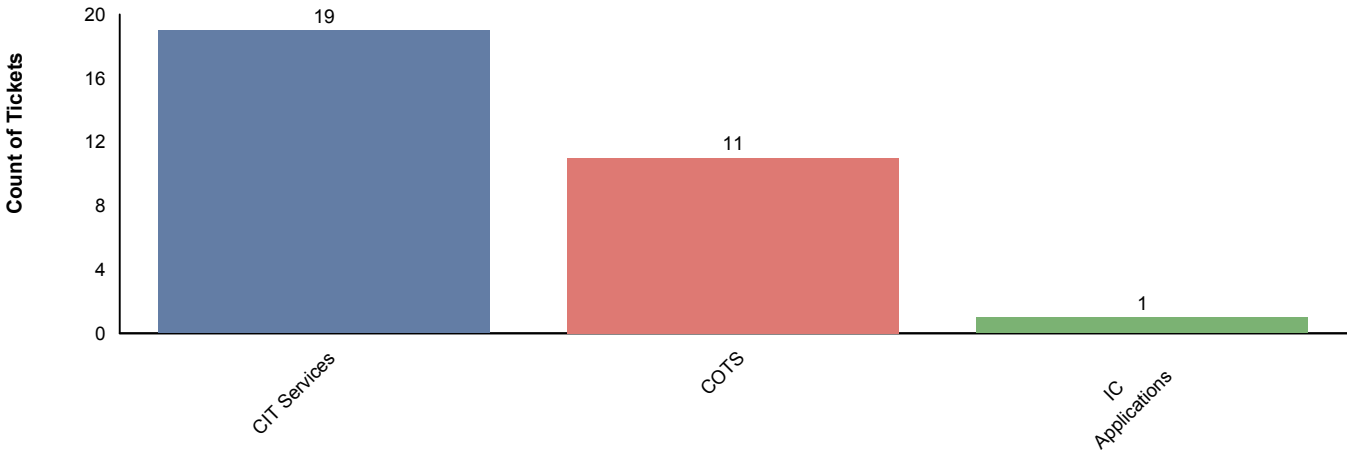


HRSA-OC			7
<b>CIT Services</b>			<b>4</b>
Accounts	3		
General Information	1		
<b>COTS</b>			<b>1</b>
Hardware	1		
<b>IC Applications</b>			<b>2</b>
Local LAN	2		

**Non NIH Tickets - By Category Summary and Organization**  
**For 05/01/2008 to 05/31/2008**

**Tickets By Category Summary**  
 For HSB

**Total Tickets: 31**

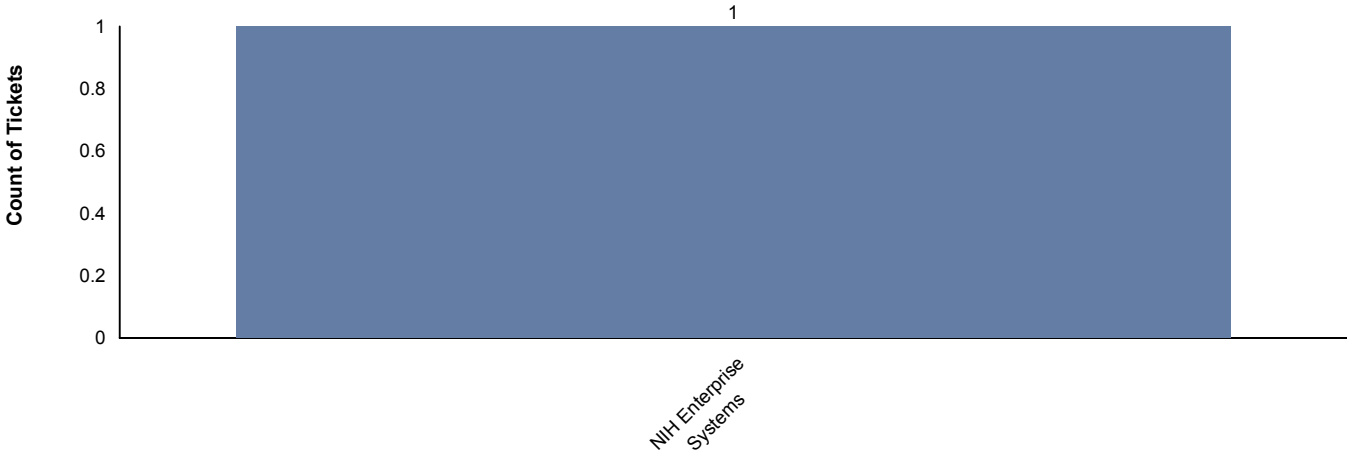


HSB			31
<b>CIT Services</b>			<b>19</b>
Accounts	10		
Back Office Support	1		
CIT Categories	1		
Email	5		
Wireless Services	2		
<b>COTS</b>			<b>11</b>
Application Support	4		
Hardware	7		
<b>IC Applications</b>			<b>1</b>
Web Site Issue (non-CIT)	1		

Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For NCTR

Total Tickets: 1



NCTR		1
NIH Enterprise Systems	1	
ITAS	1	

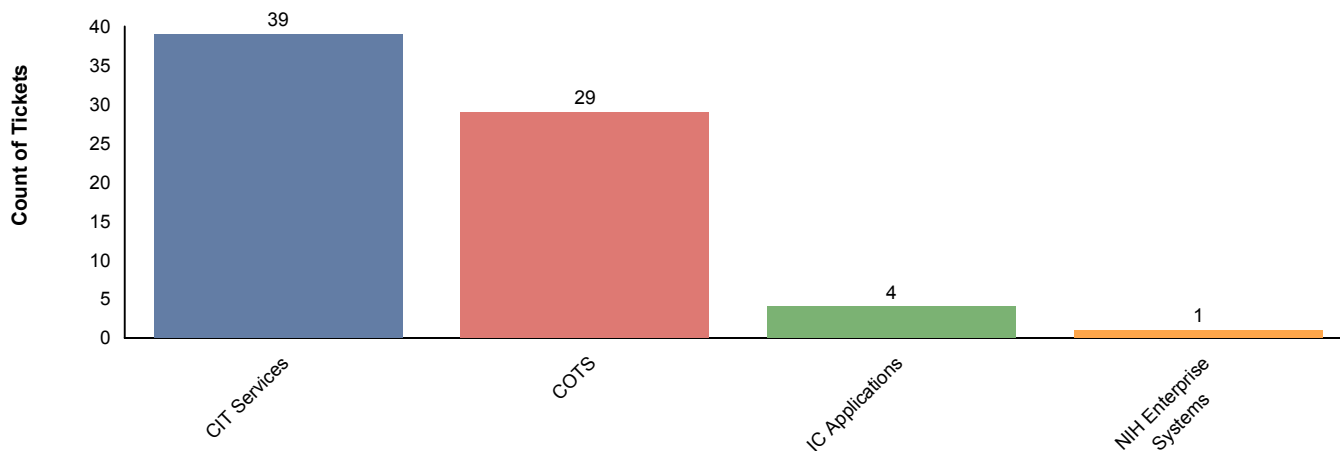
## Non NIH Tickets - By Category Summary and Organization

For 05/01/2008 to 05/31/2008

### Tickets By Category Summary

For OFAM

Total Tickets: 73



### OFAM 73

#### CIT Services

39

Accounts  
Back Office Support  
Connectivity  
Email  
General Information  
Telecommunications  
Wireless Services

21  
3  
3  
7  
1  
1  
3

#### COTS

29

Application Support  
Hardware

11  
18

#### IC Applications

4

CC Technical Operations  
Web Site Issue (non-CIT)

1  
3

#### NIH Enterprise Systems

1

ITAS

1

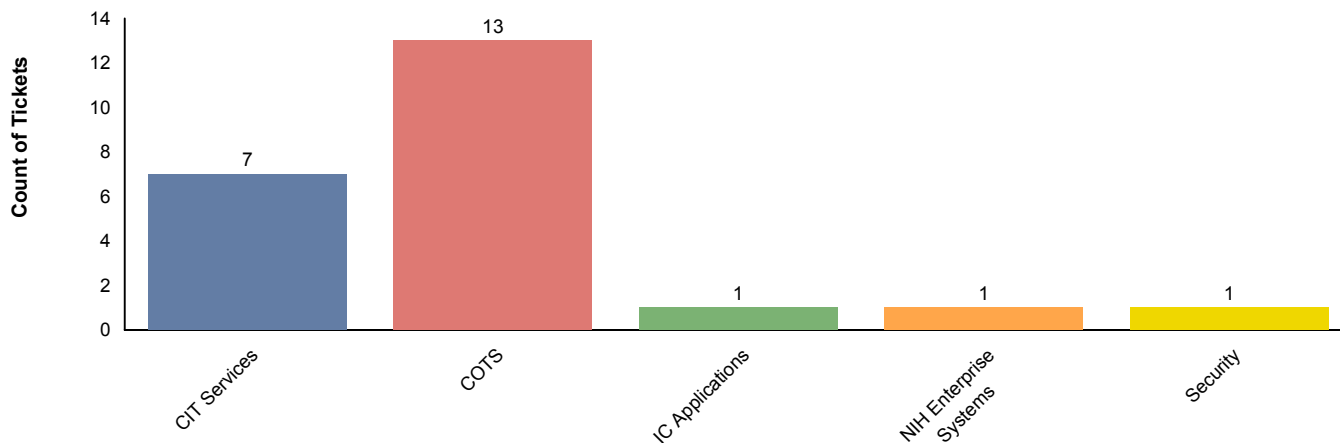
## Non NIH Tickets - By Category Summary and Organization

For 05/01/2008 to 05/31/2008

### Tickets By Category Summary

For OFM

Total Tickets: 23



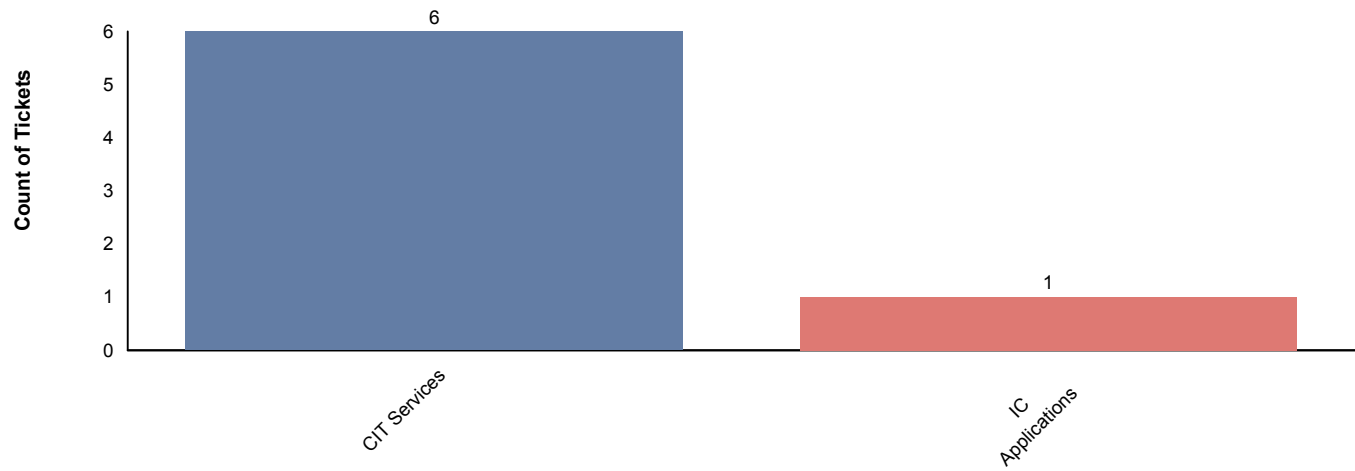
### OFM 23

<b>CIT Services</b>		<b>7</b>
Accounts	1	
Back Office Support	2	
Email	2	
Wireless Services	2	
<b>COTS</b>		<b>13</b>
Application Support	6	
Hardware	7	
<b>IC Applications</b>		<b>1</b>
Local LAN	1	
<b>NIH Enterprise Systems</b>		<b>1</b>
eRA-IMPAC II	1	
<b>Security</b>		<b>1</b>
Security	1	

Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For OHIT

Total Tickets: 7

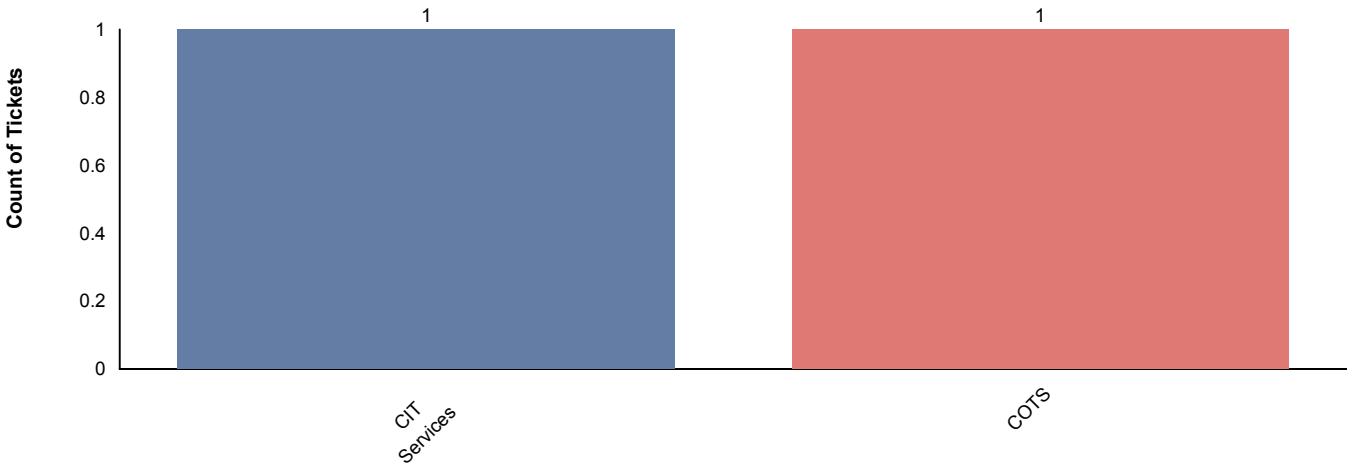


OHIT			7
CIT Services			6
Accounts	1		
Back Office Support	3		
Connectivity	1		
Email	1		
IC Applications			1
Local LAN	1		

**Non NIH Tickets - By Category Summary and Organization**  
**For 05/01/2008 to 05/31/2008**

**Tickets By Category Summary**  
 For OM

**Total Tickets: 2**



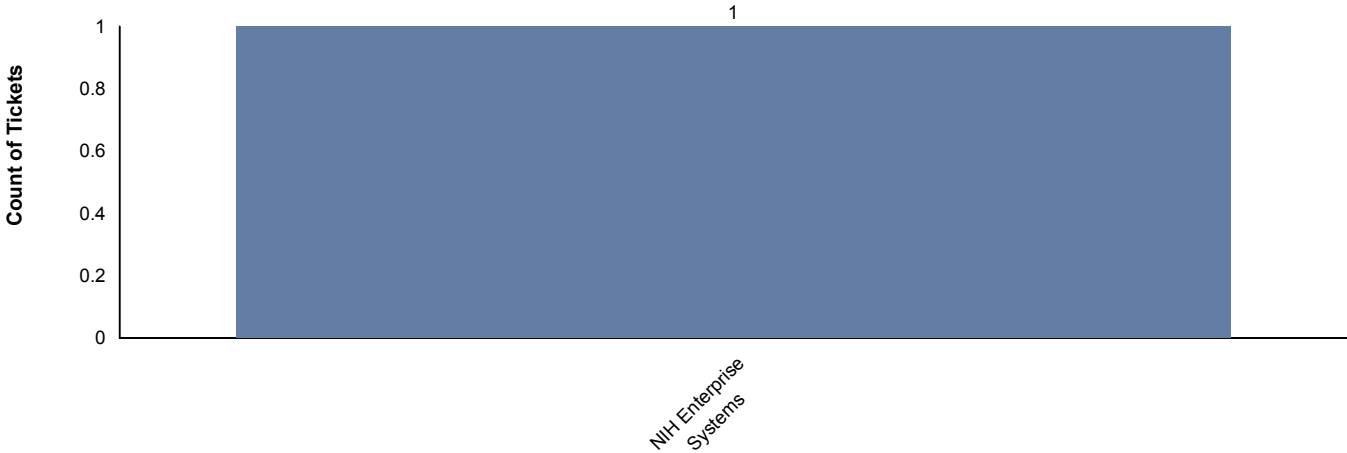
OM			2
CIT Services		1	
Email	1		
COTS		1	
Application Support	1		



Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For ORA

Total Tickets: 1



ORA	1
NIH Enterprise Systems	1
ITAS	1

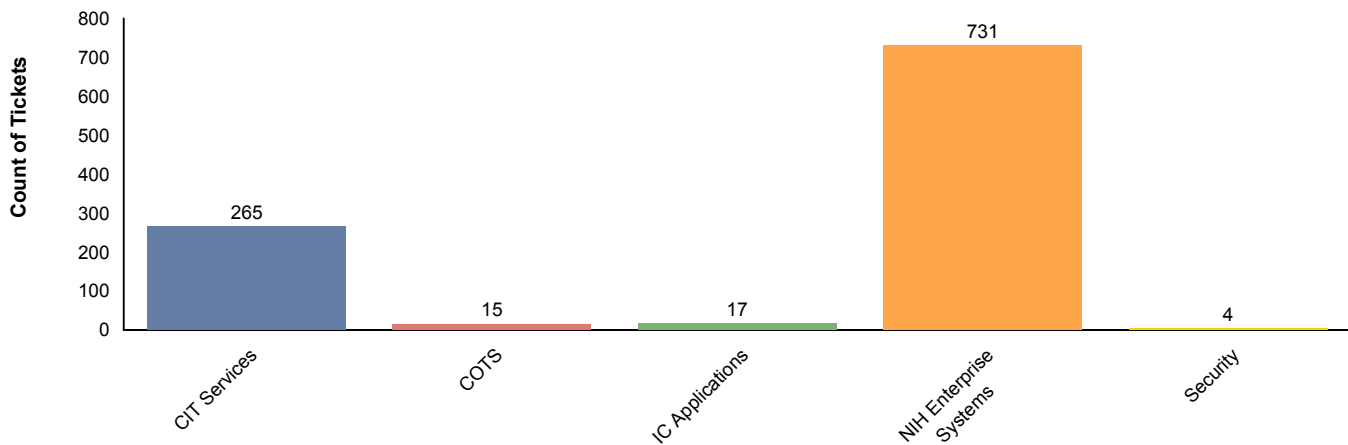
# Non NIH Tickets - By Category Summary and Organization

For 05/01/2008 to 05/31/2008

## Tickets By Category Summary

For OTHER

Total Tickets: 1,032



## OTHER 1,032

### CIT Services 265

Accounts	73
Back Office Support	3
CIT Categories	33
CIT Categories Remedy	1
Connectivity	5
Email	66
General Information	57
Helix Support	1
iSDP/Software Distribution	1
NIHnet	9
OS/390	4
Telecommunications	2
Training	2
Video	4
Wireless Services	4

### COTS 15

Application Support	9
Hardware	6

### IC Applications 17

CC Clinical Applications	1
CC Technical Operations	1
E-Grants	1
Local LAN	2
Web Site Issue (non-CIT)	12

### NIH Enterprise Systems 731

ADB	1
Capital HR Reporting	1
eRA-COMMONS	685
eRA-External	30
eRA-Grants Management	2
eRA-IMPAC II	2
eRA-Partnership Issues	2
eRA-Referral and Review	1
eRA-UAT	2
ITAS	4
NBS-User Call	1

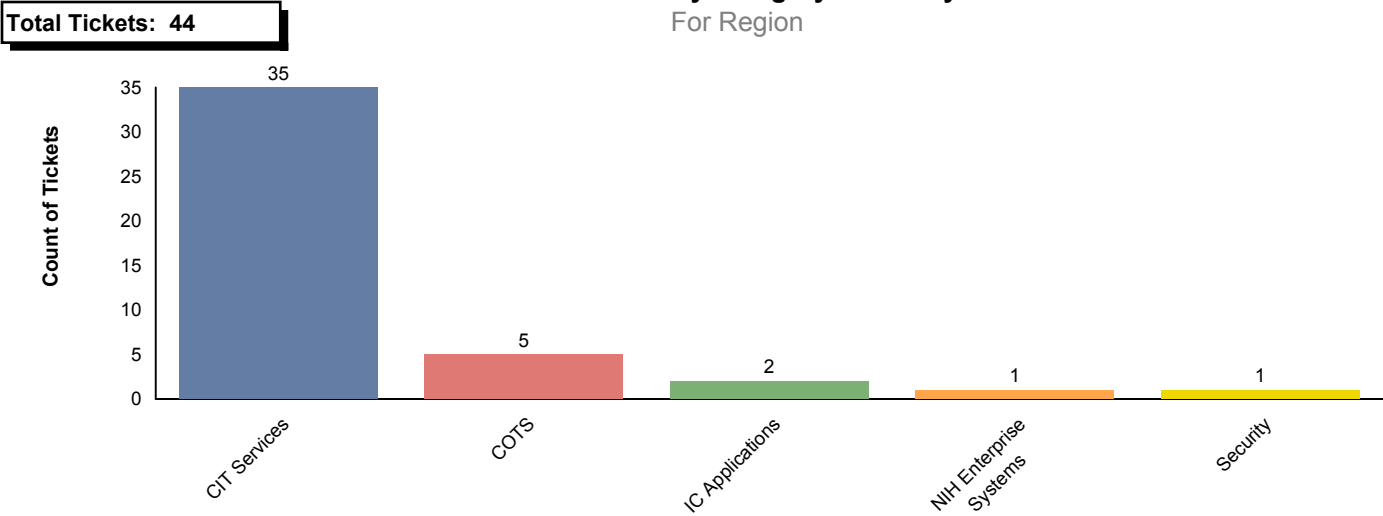
### Security 4

Security	4
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Non NIH Tickets - By Category Summary and Organization
For 05/01/2008 to 05/31/2008

Tickets By Category Summary

For Region

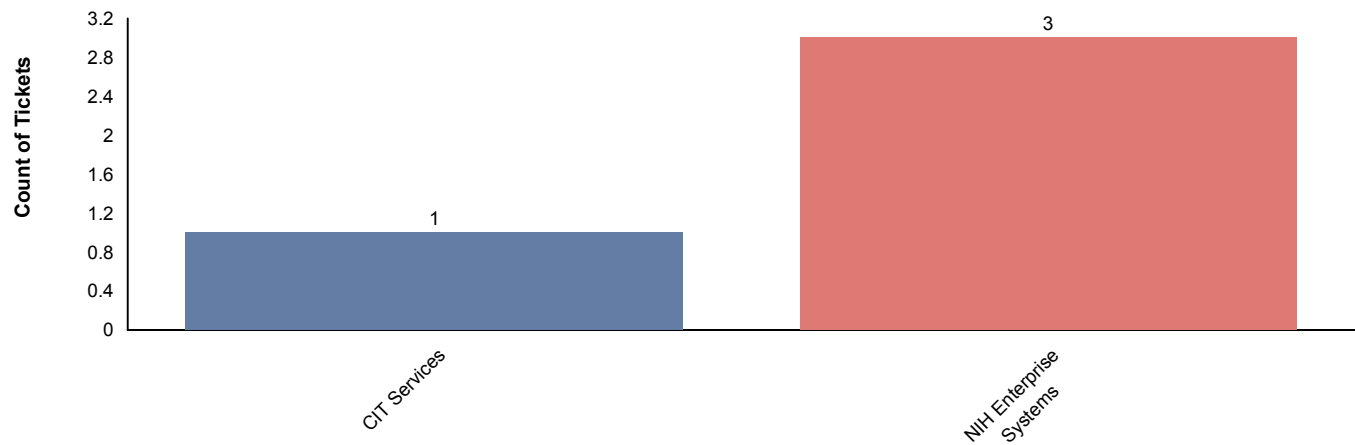


Region		44
CIT Services		35
Accounts	28	
Back Office Support	1	
Connectivity	1	
Email	3	
Wireless Services	2	
COTS		5
Application Support	2	
Hardware	3	
IC Applications		2
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		1
ITAS	1	
Security		1
Security	1	

Non NIH Tickets - By Category Summary and Organization  
For 05/01/2008 to 05/31/2008

Tickets By Category Summary  
For VA

Total Tickets: 4



VA			4
CIT Services		1	
CIT Categories	1		
NIH Enterprise Systems		3	
eRA-COMMONS	3		